

Bosch Car Service | Customer Satisfaction

Feed back...

We are committed to continuously improving standards within the Bosch Car Service network (BCS). We would very much appreciate it if you would spend a little bit of your time now, to complete the questions below so that we can ensure that in the future we do more of the things you like and less of the things you don't like. Thank you.

Please tell us your name: _____

Which Bosch Car Service garage

did you visit?: _____

Where is the Bosch Car Service

garage located?: _____

please complete the card and return by freepost.

NO STAMP REQUIRED



1. First Contact...

1.1) Where did you first find out about this Bosch Car Service garage?

- Recommendation
- Yellow Pages
- Web site
- Local Advertising
- Existing customer

1.2) If you initially telephoned this Bosch Car Service garage, was your call handled promptly?

Yes No N/a

1.3) How would you rate the first person who responded to you?

If you would like to make additional comments please use the back of this card. Thank you.

	Excellent	Good	Poor	Unsatisfactory
Helpfulness				
Efficiency				
Politeness				

1.4) How would you rate the following?

If you would like to make additional comments please use the back of this card. Thank you.

	Excellent	Good	Poor	Unsatisfactory
Building appearance				
Parking facilities				
Reception area				
Customer greeting				
Overall first impression				

2. Booking Arrangements...

Did the Bosch Car Service garage:

2.1) Request the details of your vehicle?

Yes No

2.2) Understand your requirements and expectations?

Yes No

2.3) Provide a clear explanation of the work to be carried out?

Yes No

2.4) Give a clear estimate of costs including VAT?

Yes No N/a

2.5) Offer to provide the estimate in writing?

Yes No N/a

2.6) Give details of the warranty coverage?

Yes No

2.7) Provided a clear completion time for the work?

Yes No N/a

3. Administration...

3.1) Was your vehicle ready for collection within the time agreed?

Yes No N/a

3.2) If No, did the Bosch Car Service garage inform you of the delay as quickly as possible?

Yes No N/a

3.3) Has all work originally agreed been completed?

Yes No

3.4) If additional work has been carried out, was your permission sought to do this extra work before it was completed.

Yes No N/a

3.5) Was the total cost of the work in line with the initial estimated cost?

Yes No N/a

3.6) Does the final invoice clearly express the work done, costs and charges applied and details of the warranty coverage?

Yes No

3.7) Was your vehicle handed back to you in a satisfactory condition?

A. Internally Yes No N/a

B. Externally Yes No N/a

4. Summary...

4.1) Overall how would you rate the service given?

If you would like to make additional comments please use the back of this card. Thank you.

	Excellent	Good	Poor	Unsatisfactory
Service given				

4.2) Based on your overall experience, would you use this Bosch Car Service garage again?

Yes No

If you have any comments or suggestions regarding your experience at this Bosch Car Service, please do not hesitate to contact us, we look forward to hearing from you.

Please contact us:

Phone: 01895 838309

Email: bcsqueries@uk.bosch.com



BCS Ref:

Please feel free to make any other comments in the space below.... (Please do not include any personal contact details.)

Multiple horizontal lines for writing comments.

Comment...



FREEPOST RRAY-AGAY-KYRT
Bosch Car Service
Customer Satisfaction Monitor
Blackburn
BB1 5QH